

## Prescription Review and SAW Integration

If you're a health care provider, you may have already received an email message or heard that access to Prescription Review (Washington's Prescription Monitoring Program) is working to integrate with Secure Access Washington (SAW). This won't change how you perform searches on the system, but it will change how you log in to access Prescription Review.

*SAW will **not** affect how facilities (uploaders) access the PMP to report into the system.*

### **A quick overview of the change...**

Prescription Review contains controlled substance dispensing history for Washington State. These are protected records that contain personally identifiable information as well as personal health information and are protected by both Washington State law and HIPPA. Both the Department of Health and the state Department of Enterprise Services work hard to ensure the safety and security of these records. We're working together to integrate the access to Prescription Review through SAW.

SAW is a security and authentication tool many state agencies already use to provide secure transactions for their customers. SAW is also available to state agency programs, such as Prescription Review, via working agreements at the agency level, which reduces the cost of program operations.

This integration will benefit you as a user by making the verification process for Prescription Review less cumbersome. Most verification will be handled via knowledge-based authentication, a system which will prompt you to answer questions only you should immediately know the answer. Authentication sessions should become quicker and virtually painless though the system at times will need to authenticate via virtual token it should be a lot less frequent. virtual

### **Let us address the gorilla in the room...**

It's no secret that doctors and prescribers are extremely busy people, and the healthcare field operates on the thinnest of time margins. Adding additional tasks means adding time. Adding additional time with little or no benefit is just not going to happen.

Prescription monitoring information has high value for patient care; however, the biggest complaint the program receives is the amount of time it takes to access the information, especially when providers have to go through the same registration steps every day at every terminal they access. The information is valuable, but the process where the time is spent has little value to the healthcare provider.

Integrating with SAW will help alleviate these issues. SAW doesn't send virtual tokens in the same way, and will most commonly not revert to this method of authentication. SAW will authenticate using those questions like, "What high school did you attend?" It's information you're sure to know off-the-cuff, but someone pretending to be you would have to spend time to research. Once you have accessed through



SAW enough times, SAW will recognize consistencies in your patterns of access and remove layers of authentication, making access even less time-consuming.

### **Bear with us just a bit...**

This change is good! But it is a change. You'll need to invest a little bit of time to register with SAW and link to the Prescription Review service so you can continue to access the high-value information in Prescription Review; it's a little investment on the front end for a nice pay off in the end.

This change requires you set up a **personal** account with Secure Access Washington (SAW) if you haven't yet done so. **Keep in mind that this SAW account must be a personal account only you can access. The authentication features in SAW will work to ensure you are the one accessing each time and will lock out anyone pretending to be you.**

You can get a jump on this by setting up your SAW account on the SecureAccess website:  
<https://secureaccess.wa.gov/>

You won't be able to link to the Prescription Review service until this change is made. We'll work to keep everyone informed of the "go live" date for this. This will be a "hard cut-over," meaning that you will continue to access Prescription Review in the same way until the "go live" date. On the "go live" date, you'll no longer be able to access the service until you've created and linked your SAW account. Create the SAW account now, and be prepared to access and link your services on the "go live" date. This integration is designed to make the linking accounts process very quick and easy. Creating the SAW account first and early will alleviate the majority of the work saving you time on the "go live" date. Get additional information regarding our integration with SAW including up to the minute communications and step by step instructions on how to register and link your accounts on the [Prescription Monitoring Program page](#) on the [Washington State Department of Health website](#) here:

<http://www.doh.wa.gov/ForPublicHealthandHealthcareProviders/HealthcareProfessionsandFacilities/PrescriptionMonitoringProgramPMP>

If you have any questions in the meantime, please contact us at 360-236-4806 [or by email](#).